

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000155909

Executive Director

ARIZONA CORPORATION COMMISSION

September 12, 2014

To: Docket Control

ORIGINAL

RE: EPCOR Water Arizona, Inc. *AAWC - Customer Comments

Docket No. W-01303A-09-0343 & WS-01303A-09-0343

Please docket the attached 7/ customer comments OPPOSING a rate increase.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

SEP 12 2014

DOCKETED BY 

RECEIVED
2014 SEP 12 P 3:44
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118591Date: 9/12/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: **Mary Sue & Harold Andreason**Account Name: Mary Sue & Harold AndreasonHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: **EPCOR Sewer *AAWC**Division: sewerContact Name:Contact Phone: (Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Bud and Mary Sue [mailto:
Sent: Thursday, September 11, 2014 3:26 PM
To: Bob Burns
Cc: Utilities Div - Mailbox
Subject: Fwd: Fwd: Docket numbers SW-01303A-09-0343 . WS-01303A-14-0010

ACC
COMMISSIONERS WING
1200 W WASHINGTON STREET, 2ND FLOOR
PHOENIX AZ 85007

Dear Sirs:

We have resided in Sun City for the last 15 years. It is a "Retirement Community" and that means that most of us are on a fixed income from our retirement. What Epcor Water Company is proposing, would give them a blank check to buy up water companies, and their entire customer base would end up paying for it.

We as longtime residents do not want the consolidation with other water companies, or the Adjuster Mechanisms and a System Improvement Benefits (SIB). We cannot afford to pay for higher water rates and Sun City will end up being a ghost town. Everyone will have to move and all of us are here for our golden years and safety. So if it ends up a ghost town, who will pay for the water raises in the future.

This is reference to Docket number SW-01303A-09-0343 for the waste water case and WS-01303A-14-0010 for the water case.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mary Sue and Harold Andreason

Sun City AZ 85351

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/12/2014

Opinion No. 2014 - 118591

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118594Date: 9/12/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: John E & Arthurline R SahlbergAccount Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone: ()Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: JOHN E SAHLBERG Owner [mailto:

Sent: Thursday, September 11, 2014 4:38 PM

Cc: gpiecre@azcc.gov; Susan Bitter Smith; Brenda Burns; Bob Burns; Bob Stump; Utilities Div - Mailbox

Subject: Docket numbers SW-01303A-09-0343 for the wastewater case & WS-01303A-14-0010 for the water case

To Whom It May Concern:

As retired, fixed income, residents of Sun City, AZ, let it be noted that we are in agreement with the Centers of Sun City opposing Consolidation, SIB & Adjuster Mechanisms in EPCOR Water & Wastewater Rate Cases.

John E & Arthurline R Sahlberg

Sun City, AZ 85351

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/12/2014Opinion No. 2014 - 118594

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118584Date: 9/11/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Gerard E.

Kinane

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 85351is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: SContact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Gerard E. Kinane

Date: 9/11/14

Address:

Phone:

CityStateZip: Sun City West, AZ, 85375

Cell: 6232930579

Docket: Wastewater Rate Design Examination

DocketNo: W-01303-09-0343 and SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email:

Comments: I am opposed to ANY consolidation of Sun City West's wastewater rates with ANY other community.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/11/2014Opinion No. 2014 - 118584

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118583Date: 9/11/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: David & Charlott MorganAccount Name: . Home: (000) 000-0000Street: n/a Work: (000) 000-0000City: Sun City CBR:State: AZ Zip: 85351 is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: S Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: c s Morgan [mailto:
Sent: Thursday, September 11, 2014 2:13 PM
To: Bob Stump; Gary Pierce; Susan Bitter Smith; Brenda Burns; Bob Burns
Cc: Utilities Div - Mailbox
Subject: EPCOR Rate Increases

Commissioners:

Ref: Docket numbers SW-01303A-09-0343 for the wastewater case and WS-01303A-14-0010 for the water case

If the following supplied to us by the Management of Sun City is true, then we would assume that there'd be no way you could approve EPCOR's rate increases. If this is not the case, then why not? We'd love to hear the explanation justifying it.

Sincerely,

David and Charlotte Morgan, Sun City AZ 85351

EPCOR Water is seeking not only rate increases in water and wastewater as is easily visible and reported in these cases, but they are also seeking significant Adjuster Mechanisms and a System Improvement Benefits ("SIB") mechanism that will more than double the rate increases proposed over the next 5 years in the water case. Should we be upset with EPCOR Water? No, not necessarily, they are simply another corporation asking for everything they can get. Who deserves our focus, frustration and angst should this water rate increase be granted or this wastewater consolidated are our elected Commissioners on the Arizona Corporate Commission ("ACC"). And given the Commission's recent decisions, including EPCOR's recent Fountain Hills case which weighed heavily in favor of EPCOR on most of these same issues, Sun City people have reason to be concerned!

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sun City's fight over not being consolidated with other water districts is not new; we have been very vocal over our opposition to consolidation for years and we cannot let up now as it will cost Sun City residents an 89% increase in their wastewater, plus the increase costs for RCSC operations as well. While claims may be made that consolidation of our water districts are similar to APS consolidation, this is not true; our water and waste water systems are separate from one another and in most cases cannot even be linked to provide backup support. In addition, consolidation would give EPCOR a blank check to buy up junk water companies and get their entire customer base to pay for it. EPCOR reportedly plans to spend \$9.3 million in improvements to Sun City's wastewater operations in the next 5 years; however, if we are consolidated, Sun City residents will pay \$31.8 million for those improvements over the next 5 years.

And that's just part of the story, Here's The Rest Of The Story!

While EPCOR Water is requesting a rate increase for Sun City water (in addition to the wastewater increase) of approximately \$3.82 per month, they are also asking for another \$3.80 per month or so for SIB, commonly referred to as infrastructure. As the General Manager of the Recreation Centers of Sun City who owns and operates 10 wells, I completely understand the need for replacement of infrastructure; however, the problem with SIB is three fold:

- 1.SIB rewards utility companies for not doing proper maintenance or making necessary improvements;
- 2.SIB is too broad as it applies to 55% of EPCOR Water's total investment; and,
- 3.It does not meaningfully consider reductions in operating costs, synergies as a result of the new infrastructure and other safeguards meant to protect the Sun City customers. Moreover, our consumer advocate, RUCO has sued the Commission claiming the SIB is unconstitutional. Although some scare tactics have been used in the past that without all these additional fees the infrastructure that makes up our systems could fail or be inadequate; the fact is that EPCOR Water is required by law to provide safe and sufficient water to Sun City residents. Sun City residents should disregard the scare tactics and insist that the Commission act in a just and balanced manner!

And that's still just part of the story, Here's Even More Of The Story!

Sun City residents need to address consolidation, the SIB/System Improvement Benefits and Adjuster Mechanisms with the Arizona Corporate Commission (ACC) because they are the ones who will determine if this occurs. Basically, adjuster mechanisms allow rates to go up between rate cases as utility companies want to be protected for declining usage and other unfavorable factors. While that may be appropriate to assure that EPCOR has the ability to provide safe and sufficient water and wastewater services to Sun City, the issue is that the rate does not go down if there is an increase in usage, which is totally not fair. In addition, some of the adjuster mechanisms are not appropriate such as tank maintenance expenses or employee health care costs, operating costs controllable by the corporation.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/11/2014

Opinion No. 2014 - 118583

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118579Date: 9/11/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: **Phillip****Word**Account Name: Phillip WordHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 85351is:Utility Company: **EPCOR Sewer *AAWC**Division: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Phillip Word [mailto:
Sent: Thursday, September 11, 2014 1:31 PM
Subject: Raising water rates and incorporating all districts!!!

To Whom it concerns: I have been reading the material from our Sun City Board on the water and waste water issue this summer. I'm referring to docket # SW-01303A-09-0343 and WS-01303A-14-0010. I understand the need to improve and update any system and the material that it takes to run an operation. I can understand a reasonable rate in crease to cover such maters. However, when you are asking an identity such as Sun City to help pay for everyone else improvements too, it's not a fair deal. Asking retired people to come up with a 60% or more raise in rates is crazy. I've never heard of any company getting that much and trying to incorporated everyone is not a fair idea either. I'm totally against what you have proposed. Let's keep a sound and reasonable structured like we have now. Please consider each locality and keep things in some kind of economical order. Phill Word resident of Sun City, AZ 85351

Phill

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/11/2014

Opinion No. 2014 - 118579

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:

9

Priority: Respond Within Five DaysOpinion No. 2014 - 118575Date: 9/11/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Patricia

Heathershaw

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: .Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Patricia Heathershaw [mailto:

Sent: Thursday, September 11, 2014 12:41 PM

To: Bob Burns

Cc: Utilities Div - Mailbox

Subject: Docket numbers SW-01303A-09-0343 and WS-01303A-14-0010

I received this message from Sun City's Recreation Center's GM Jan Ek and I believe the majority, if not all, of Sun City's residents strongly support him. The increase of Sun City's retirees living in poverty to extreme low income has dramatically increased and can barely make it from one Social Security deposit to another. I am one of these low income retirees who lost my retirement funds to the recession and to mismanagement of the remaining funds and I live on Social Security alone. We simply cannot afford the increases and the impact to the Sun City facilities, which will be passed on to residents in the annual assessment. I have sent emails to all of you Commissioners recently voicing my dissent, but I think this message from Jan Ek can deliver our message much better, so I am using his message to express my dissent. Please, please listen to us. This could financially destroy residents such as me as well as the many others living under the same financial stresses and worse.

"EPCOR Water is seeking not only rate increases in water and wastewater as is easily visible and reported in these cases, but they are also seeking significant Adjuster Mechanisms and a System Improvement Benefits mechanism that will more than double the rate increases proposed over the next 5 years in the water case. Should we be upset with EPCOR Water? No, not necessarily, they are simply another corporation asking for everything they can get. Who deserves our focus, frustration and angst should this water rate increase be granted or this wastewater consolidated are our elected Commissioners on the Arizona Corporate Commission. And given the Commission's recent decisions, including EPCOR's recent Fountain Hills case which weighed heavily in favor of EPCOR on most of these same issues, Sun City people are very concerned!

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sun City's fight over not being consolidated with other water districts is not new; we have been very vocal over our opposition to consolidation for years and we cannot let up now as it will cost Sun City residents an 89% increase in their wastewater, plus the increase costs for RCSC operations as well. While claims may be made that consolidation of our water districts are similar to APS consolidation, this is not true; our water and waste water systems are separate from one another and in most cases cannot even be linked to provide backup support. In addition, consolidation would give EPCOR a blank check to buy up junk water companies and get their entire customer base to pay for it. EPCOR reportedly plans to spend \$9.3 million in improvements to Sun City's wastewater operations in the next 5 years; however, if we are consolidated, Sun City residents will pay \$31.8 million for those improvements over the next 5 years.

While EPCOR Water is requesting a rate increase for Sun City water (in addition to the wastewater increase) of approximately \$3.82 per month, they are also asking for another \$3.80 per month or so for SIB, commonly referred to as infrastructure. As the General Manager of the Recreation Centers of Sun City who owns and operates 10 wells, I completely understand the need for replacement of infrastructure; however, the problem with SIB is three fold:

- 1.SIB rewards utility companies for not doing proper maintenance or making necessary improvements;
- 2.SIB is too broad as it applies to 55% of EPCOR Water's total investment; and,
- 3.It does not meaningfully consider reductions in operating costs, synergies as a result of the new infrastructure and other safeguards meant to protect the Sun City customers. Moreover, our consumer advocate, RUCO has sued the Commission claiming the SIB is unconstitutional. Although some scare tactics have been used in the past that without all these additional fees the infrastructure that makes up our systems could fail or be inadequate; the fact is that EPCOR Water is required by law to provide safe and sufficient water to Sun City residents. Sun City residents should disregard the scare tactics and insist that the Commission act in a just and balanced manner!

As Sun City residents, we need to address consolidation, the SIB/System Improvement Benefits and Adjuster Mechanisms with the Arizona Corporate Commission (ACC) because we are the ones who will determine if this occurs. Basically, adjuster mechanisms allow rates to go up between rate cases as utility companies want to be protected for declining usage and other unfavorable factors. While that may be appropriate to assure that EPCOR has the ability to provide safe and sufficient water and wastewater services to Sun City, the issue is that the rate does not go down if there is an increase in usage, which is totally not fair. In addition, some of the adjuster mechanisms are not appropriate such as tank maintenance expenses or employee health care costs, operating costs controllable by the corporation.

I beg of you to please cast your vote against Epcor's proposals/requests.

Patricia Heathershaw

Sun City, AZ 85001

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinino noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/11/2014

Opinion No. 2014 - 118575

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone: -----Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118569Date: 9/11/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Jon & Mary RaymondAccount Name: Jon & Mary RaymondHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: r

Sent: Thursday, September 11, 2014 11:58 AM

To: Bob Burns

Cc: Utilities Div - Mailbox

Subject: Dockets # SW-1303-A-09-0343 and WS-01303A-14-0010

Dear Commissioners, We are writing in regard to the above mentioned cases. After being Snowbirds for a number of years, we sold our home in Washington State and have made Sun City our full-time residence as of last Spring. We made the difficult decision of leaving our home of 40 years because of the reasonable cost of living in Sun City. Those of us Seniors who are on fixed incomes are able to live within our incomes due to those costs. By allowing our water and wastewater rates to be raised in excessive amounts, you are taking away those benefits. As elected officials, please take all of our futures into careful consideration and don't allow this to take place. Sincerely, Jon and Mary Raymond

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinino noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/11/2014Opinion No. 2014 - 118569

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118561Date: 9/11/2014Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Royal & Kay

Halvorsen

Account Name: Royal & Kay HalvorsenHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Royal & Kay [mailto:royal.kay@azcc.gov]

Sent: Thursday, September 11, 2014 9:03 AM

To: Bob Stump; Gary Pierce; sbittersmoth@azcc.gov; Brenda Burns; Bob Burns; Utilities Div - Mailbox

Subject: Docket

I want you to vote NO on Docket #SW-01303A-09-0343 the wastewater case and WS-01303A-14-0010
This would effect most all of the fixed income Sun City residents. We are on fixed income. We have no ability to
give ourselves more income. Which everyday we are finding out that it is not very well fixed. Royal & Kay
Halvorsen

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/11/2014Opinion No. 2014 - 118561

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118559Date: 9/11/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Lorene

Wozniak

Account Name: Lorene WozniakHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: AnthemCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Water *AAWCDivision: WaterContact Name:Contact Phone:Nature of Complaint:

*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

Consumer is in receipt of a Public Notice and was making her opinion. Consumer is a Senior Citizen lives in New York and has a 2nd home in Anthem. The house is 1600 square feet and her bill from EPCOR is \$63.14 a month. She states that if the cases are consolidated she will not be able to afford it. She does not feel that everyone should have the same rates.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/11/2014Opinion No. 2014 - 118559

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion No.** 2014 - 118133**Date:** 8/22/2014**Complaint Description:** 08Q EPCOR
08H Consolidation - In Favor**First:****Last:****Complaint By:** Robert

Perone

Account Name: Robert Perone**Home:** (000) 000-0000**Street:** n/a**Work:****City:** Phoenix**CBR:****State:** AZ Zip: 85086**is:** E-Mail**Utility Company:** EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

om: Robert Perone [mailto:
Sent: Thursday, August 21, 2014 4:10 PM
To: Utilities Div - Mailbox
Subject: full consolidation

WE SUPPORT FULL CONSOLIDATION AND AND REQUEST THAT THE CORPORATE COMMISSION
DOES THE SAME.

ROBERT AND CATHERINE PERONE
ANTHEM, AZ
End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket.
End of Comments

Date Completed: 8/22/2014**Opinion No.** 2014 - 118133

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118097Date: 8/21/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Gordon

Arnspiger

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun City WestCBR:State: AZ Zip: 85375is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

CONSUMER IS IN FAVOR OF CONSOLIDATION.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/21/2014Opinion No. 2014 - 118097

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118125Date: 8/22/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Bob & Lavon RoseckyAccount Name: Bob & Lavon RoseckyHome:Street:Work:City: Sun CityCBR

om

State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 21, 2014 6:15 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Bob and Lavon Rosecky
Date: 8-22-2014
Address:
Phone:
CityStateZip: Sun City, Az 85351
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: As a Sun City, AZ residents We are requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118125

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118124**Date:** 8/22/2014**Complaint Description:** 08Q EPCOR
08G Consolidation - Opposed**First:****Last:****Complaint By:** **Margaret** **Toppel****Account Name:** Margaret Toppel**Home:****Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**is:** E-Mail

Utility Company: EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 21, 2014 2:51 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Margaret Toppel
Date: 08/21/2014
Address:
Phone:
CityStateZip: Sun City. Az 85351
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo:
Utility: EPCOR
Email:

Comments: The Arizona Corporation Commission recently asked EPCOR water company to develop waste water consolidation scenarios. The full consolidation scenario would increase Sun City and Youngtown waste water rates by 89%! This is unacceptable. This is my formal opposition to the Arizona Corporation Commission on this proposal. As you know Sun City is a retiree community and residence are on fixed incomes. They are also active voters and the Arizona Commission is an elected body.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118124

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118123Date: 8/22/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: **Gerald & Mona** **McGinness**Account Name: Gerald & Mona McGinnessHomeStreet:Work:City: TollesonCBR:State: AZ Zip: 85353is: E-MailUtility Company: **EPCOR Sewer *AAWC**Division: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 21, 2014 4:06 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gerald and Mona McGinness

Date: 21 Aug 2014

Address:

Phone:

CityStateZip: Sun City, AZ 85373

Cell:

Docket: W-01303A-09-0343

DocketNo:

Utility: EPCOR

Email:

Comments: To: Bob Burns Susan Bitter Smith Gary Pierce Bob Stump Brenda Burns From: Sun City Resident
Re: DOCKET NO. W-01303A-09-0343; SW-0303A-0-0343, Wastewater Rate Design Examination As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts. Respectfully yours,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118123

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard MartinezPhone:Fax: ()Priority: Respond Within Five DaysOpinion No. 2014 - 118291Date: 8/29/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableFirst:Last:Complaint By: **Barbara****Florence**Account Name: Barbara FlorenceHome: (000) 000-0000Street:Work:City: Sun CityCBR:State: AZ Zip: 85351is:Utility Company: **EPCOR Water *AAWC**Division:Contact Name:Contact Phone:Nature of Complaint:

Docket No: W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 9:51 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Barbara Florence
Date: 8-28-14
Address:
Phone: 3
CityStateZip: Sun City,Az 85351
Cell:
Docket: Wastewater Rate Design Examination
DocketNo :W-01303A
Utility: EPCOr
Position: Con
Email:

Comments:I thought you knew when you bought the company that Sun City had been here a long time and the basics would be wearing out , also the people here are on fixed income and can not afford an increase as you are asking for. The other areas have more money and knew it when they moved there or should have and it should stay the same.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118291

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2014 - 118288**Date:** 8/29/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**First:****Last:****Complaint By:** **Barbara****Clark****Account Name:** Barbara Clark**Home:** (000) 000-0000**Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**is:****Utility Company:** **EPCOR Water *AAWC****Division:** Water**Contact Name:****Contact Phone:****Nature of Complaint:**

DocketNo: W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 8:59 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Barbara Clark
Date: 08/28/2014
Address:
Phone:
CityStateZip: Sun City, Az 85351
Cell:
Docket: Wastewater Rate Design Examination
Docket No: W-01303A-09-0343
Utility: Epcor
Position: Con
Email:

Comments: Please consider your action to equalize water rates in the west valley. We senior citizens of the Sun Cities are already paying higher rates than surrounding communities of our Sun Cities. This 89% increase in the waste water fee for Sun City is excessive and would definitely contribute a hardship to senior citizens who have fixed incomes. Most of us have never experienced a raise in our income and cost of everything increases always; so our financial resources can't keep up with the increases. I beg you to reconsider your actions on this matter and have some compassion for senior citizens who will suffer the most if your proposed rates go into effect.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix office for docketin.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118288

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax: (

9

Priority: Respond Within Five DaysOpinion No. 2014 - 118216Date: 8/27/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Kathryn

Lang

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: n/aCBR:State: AZ Zip: 00000Is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone: (Nature of Complaint:

*****OPPOSED *****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

August 27, 2014

Kathryn F. Lang

Youngtown, AZ 85363

Phone:

Email:

Name on Bill: Kathryn F. Lang

Name of Utility Company: Epcor

Account Number: 013-5146

Utility Contacted: N/A

Docket Name: EPCOR Waste Water Consolidation

Docket Number: W-013031-09-0343 and SW-013031-09-0343

We are strongly opposed. Full Waste Water Consolidation would create an extreme hardship as most people like us in this area are on fixed incomes. Full Waste Water Consolidation would increase our rates at least 80% if not more. It seems that this was tried by the previous water company???? And thankfully failed. It should fail this time as well. We should not be included in the Anthem issues at all.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343. Closed
End of Comments

Date Completed: 8/27/2014

Opinion No. 2014 - 118216

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 117221Date: 7/23/2014Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Betty

Teague

Account Name: n/aHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: AnthemCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****OPPOSED TO RATES*****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Betty Teague [mailto:l
Sent: Wednesday, July 23, 2014 1:00 PM
To: Utilities Div - Mailbox
Subject: Anthem Wastewater Rates

Dear Commissioners,

Please do NOT include my community, Anthem, in any discussions to re-consolidate waste water usage and water usage with any other community discussions on waste water or water discussions rendering future decisions by you the commissioners.

I believe the decision that was made several years ago by the commission is legally binding for all parties and to go back and rescind or change that decision because other communities are experiencing increased waste water rates and water rates is not morally or legally right. To change that decision would show a total disregard for the legal system that was involved in making the original decision. Anthems' case on water rates has been adjudicated!

I implore you NOT to include Anthem in any discussions revolving around consolidation, re-consolidation efforts by others etc. Thank you for your consideration.

With Respect,
Betty J. Teague, PhD.
Anthem Resident (15 years)
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-00343. closed
End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 117221

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone: _____Fax: _____Priority: Respond Within Five DaysOpinion No. 2014 - 117624Date: 8/12/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableFirst:Last:Complaint By: Debra

Rashid

Account Name: Debra RashidHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: BuckeyeCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone: _____Nature of Complaint:

*****OPPOSED TO RATES *****DOCKET NO. W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment

Sent: Tuesday, August 12, 2014 11:32 AM

To: Util-PublicComment

Cc: "

Subject: Public Comment

Name: Debra Rashid

Date: 08/12/2014

Address:

Phone:

CityStateZip: Buckeye

Cell:

Docket: EPCOR WATER COMPANY'S RESPONSE TO COMMISSION DECISIONS

DocketNo: W-01303A-09-0343

Utility:EPCOR

Position:Pro

Email:

Comments:

WE ARE GETTING CHARGED FOR WASTE WATER THAT IS NOT WASTE WATER. THERE HAS TO BE A BETTER SYSTEM IN PLACE AND BETTER PRICING FOR WASTE WATER!! IF WE DO NOT GET THIS ISSUE RESOLVED, THEN A LOT OF PEOPLE IN VERRADO WILL NOT BE ABLE TO LIVE HERE BECAUSE THEY WILL NOT BE ABLE TO AFFORD THE WATER BILLS. PLUS OUR HOUSING MARKET PRICES WILL PLUMMET LEAVING VERRADO TO BE A GHOST TOWN!!!! WE NEED YOUR HELP NOW!!!!

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 8/26/2014

Opinion No. 2014 - 117624

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2014 - 118156**Date:** 8/22/2014**Complaint Description:** 08Q EPCOR
08G Consolidation - Opposed**First:****Last:****Complaint By:**

Ronald J.

Smith

Account Name:

Ronald J. Smith

Home:**Street:****Work:****City:**

Sun City

CBR:**State:**

AZ

Zip: 85351

is: E-Mail**Utility Company:**

EPCOR Sewer *AAWC

Division:

sewer

Contact Name:**Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment

Sent: Friday, August 22, 2014 3:29 PM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name:[] Ronald J. Smith

Date:[] 8/22/14

Address:

Phone:[]

City State Zip: [] Sun City, AZ 8/5351

Cell: [] 623-910-9958

Docket : [] EPCOR Waste Water Consoliaton

Docket No: [] W-01303A AS-030A-0-0343

Utility:[] EPCOR

Position: [] Con

Email:[]

Comments: I am opposed to any waste Water consolidated system. Raising our rated 89% pay to build new waste water facilities for your newer communities. I have lived in Sun City for almost 19 years, and our system is paid. The only expense would be keeping our system working well. I live on a fixed income, and a raise like you are proposing is wrong. PLEASE,PLEASE VOTE NO Ronald J. Smith

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118156

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2014 - 118155**Date:** 8/22/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**First:****Last:****Complaint By:** Donna

Eich

Account Name: Donna Eich**Home:****Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**is:** E-Mail**Utility Company:** EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 22, 2014 3:24 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Donna Eich

Date: 8/22/2014

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: EPCOR Waste Water Consolidation

Docket No: SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email:

Comments: why do we need this from a customer standpoint we are already on a fixed income and do not need rate increases and this is excessive. Leave it the same!!!! Sun City does not have schools and is a volunteer community we should not have to be consolidated with other communities who have lots of children and have more waste and water usage than Sun City. There are per household in Sun City maybe 2 and a lot of times 1 person in the household. Outside Sun City statistics show more people and more usage of waste and water! We might be old but we are not stupid!

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118155

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118154**Date:** 8/22/2014**Complaint Description:** 08Q EPCOR
08G Consolidation - Opposed**First:****Last:****Complaint By:** Marjorie

Foster

Account Name: Marjorie Foster**Home:****Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**is:** E-Mail

Utility Company: EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment

Sent: Friday, August 22, 2014 3:11 PM

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

To: Util-PublicComment

Cc:

Subject: Public Comment

Name: Marjorie Foster

Date: 08222014

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell: None

Docket: EPCOR Waste Water Consolidation

Docket No: W-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: As customer of EPCOR and a Sun City resident, I oppose full waste water consolidation.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket.
End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118154

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118151Date: 8/22/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableFirst:Last:Complaint By: Roger & Elizabeth StahlAccount Name: Roger & Elizabeth StahlHome: (000) 000-0000Street:Work:City: Sun City WestCBR:State: AZ Zip: 85375is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Roger [mailto:
Sent: Friday, August 22, 2014 11:30 AM
To: Utilities Div - Mailbox
Subject: Doc #09-0343 Water District Consolidation Plan

We live in Corte Bella which is an age restricted retirement community across Deer Valley road from Sun City West. We are tied into and share the same infrastructure as Sun City West for our wastewater processing, but pay \$100 or more per month for the same services.

We also face the same challenges as Sun City and Sun City West in that our medical, food and basic cost of living is increasing much faster than our income, creating some tough choices. We are asking that fair, reasonable and reliable rates for water/wastewater be implemented for all.

Roger & Elizabeth Stahl

Sun City West, AZ. 85375

Sent from my iPad
End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Noted and filed for the record in Docket.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/22/2014

Opinion No. 2014 - 118151

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax: (520) 628-6559Priority: Respond Within Five DaysOpinion No. 2014 - 118152Date: 8/22/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableComplaint By: First: Last:
Dorothy GreeningAccount Name: Dorothy GreeningHome: (000) 000-0000Street: N/AWork:City: Sun CityCBR:State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Dorothy Greening [mailto:]
Sent: Friday, August 22, 2014 1:04 PM
To: Utilities Div - Mailbox
Subject: Aqua Fria Waste Water Rates--Docket 09-0343
Importance: High

Hello,

As a member of the Aqua Fria Water District and a Corte Bella resident, I am and we are looking for a fair and equitable solution to our ever increasing water rates both wastewater and water. My water bill averages about \$190.00 per month with increases to come in January 2015. My most recent bill received on August 20th is \$203.03! While there may be no real good solution to this problem, it seems that consolidation of all the districts is the BEST course to achieve fairness and equity.

Those of us in Corte Bella are on fixed incomes like other Sun City West and Sun City residents. I would say that en mass, we in Corte Bella have no more disposable income than others in the Sun Cities based on my conversations with some of the other residents. While an 89% increase sounds huge for Sun City residents (less for Sun City West), the total impact is about \$194.28 per year—about 1/12th of what I have been paying since deconsolidation of the Aqua Fria district.

The other side of this issue deals with EPCOR, formerly Arizona American Water. It is patently unfair that we consumers must bear the cost of expansion decisions made by the Company for development that has yet to materialize. Why is this permitted to occur? I have seen no evidence that EPCOR is doing all it can to keep down costs. And I would respectfully request that the Commission examine this issue before more increases are granted. We consumers need some protection from big utilities. While I understand the need for Companies to make a profit, it should not be done primarily on the backs of consumers, especially those of us

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

on fixed incomes whose cost-of-living increases don't keep pace with utility increases and the actual cost-of-living.

I have already heard of some in the Aqua Fria District who have chosen food & meds over water. If something isn't done about the disparate and outrageously high water rates, the northwest valley's growth will truly be stunted (I mean something akin to a ghost town.) Then, where will that leave the utility companies?

Feeling Disenfranchised in the Northwest,
Dorothy Greening
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket.
End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118152

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2014 - 118153**Date:** 8/22/2014**Complaint Description:** 08Q EPCOR
08H Consolidation - In Favor**First:****Last:****Complaint By:****Phyllis****Bevard****Account Name:** Phyllis Bevard**Home:** (000) 000-0000**Street:** N/A**Work:****City:** Sun City**CBR:** - " " " " " "**State:** AZ Zip: 85351**is:** E-Mail**Utility Company:** EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From:**Sent:** Friday, August 22, 2014 1:45 PM**To:** Utilities Div - Mailbox**Subject:** Docket number 09-0343

Arizona Corporation Commission
Regarding Waste Water Issues

We are writing to express our concern over the waste water rates for our home at Corte Bella in the EPCOR Agua Fria Water District. We moved into our home at Corte Bella in July of 2006. We had moved from Glendale to Corte Bella and had lived in Phoenix and Glendale prior to moving to Corte Bella since November of 1973. We were in shock at our first water bill (including waste water disposal) after moving to Corte Bella which was somewhere around \$90.00. That was just the beginning. The water bills have continued to increase. We eventually installed a 3/4" meter, replacing our 1" meter to try to save on our bill. That was at full cost to us. Still we are seeing over 20% a year increases with another one to come in Jan., 2015. We are retired and on a fixed income. We cannot afford increases like this.

We averaged the wastewater bill for the last three years for the same three months (March, April, & May). We randomly chose those months. In 2012 it averaged \$69.94, in 2013 it averaged \$84.72, in 2014 it averaged \$104.10.

In January of 2013 we are told that it will be \$121.91.

We feel that total consolidation is the best and only answer to the problem and should be the only vote that is cast by anyone. We know that nobody ever wants their bills increased, even slightly, but it seems the most fair thing to do. If other utilities, such as APS or Southwest Gas had go upgrade their infrastructure would they

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

want to foot the whole bill or have it divided among all the customers? We are paying for a treatment facility that was overbuilt and we do not even use. It just doesn't seem right.

We respectfully ask that you vote for full consolidation of EPCOR Water Districts.

Sent from Windows Mail

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118153

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118148Date: 8/22/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Janelle J.

DeLapp

Account Name: Janelle J. DeLappHome:Street:Work:City: Sun CityCBR:State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 22, 2014 12:33 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Janelle J DeLapp
Date: Aug 22, 2014
Address:
Phone:
CityStateZip: Sun City, AZ 85351
Cell:

Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: Voicing my OPPOSITION TO: EPCOR Waste Water Consolidation W-013031-09-0343 and SW-013031-09-0343. This increase of 89% is in an area where people live, Sun City, that are on fixed incomes. We do NOT get 89% increases in pay. I don't know where we will come up with this kind of increase in OUR budgets to cover these kinds of costs.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118148

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118146Date: 8/22/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableFirst:Last:Complaint By: Thomas

Kruse

Account Name: Thomas KruseHome:Street: veWork:City: Sun CityCBR:State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 22, 2014 10:42 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Thomas Kruse
Date: 8/22/2014
Address:
Phone: 6
CityStateZip: Sun City, AZ 85351
Cell:

Docket: EPCOR Waste wWater Consolidation
DocketNo: W-013031-09-0343, SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: As treasurer for a small condominium association of 16 units in Sun City I am deeply concerned over EPCOR's proposal to combine several of its various waste water districts including that of Sun City. Such a change allegedly results in a forecast 89% increase in waste water charges for Sun City residents. To put that in perspective, I have compiled some tentative figures for a 2015 budget based on our association's current budget. Sewer (monthly): 2014 2015 \$291 (\$18 per unit) \$550 (\$34 per unit) In addition we must factor in EPCOR's proposed approximate 10% increase in water charges. Water (monthly): \$1,084 (\$68 per unit) \$1,192 (\$75 per unit) The combined increase per unit for our association monthly 2015 budget is \$23. That will require of us fixed-income homeowners an 11% increase to our 2014 average \$212 monthly unit assessment. And that just to cover the EPCOR water/sewer increases! Unconscionable. EPCOR makes the case that they are only attempting to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

more fairly distribute their waste water costs among their customers in the west valley. What a pity incomes are not more fairly distributed in the broad EPCOR community, eh?

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118146

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118144Date: 8/22/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Carol

Davis

Account Name: Carol DavisHome:Street:Work:City: Sun CityCBR:State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. W-01303A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 22, 2014 9:55 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: carol davis
Date: 9/22/14
Address:
Phone:
CityStateZip:sun city 85351
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343
Utility: epcor
Position: Con
Email:

Comments:Please vote no. Instead of an increase...there should be a reduction. We are a unique entity and should not be joined with others...especially if they are new or growing.

Email:reatta75@hotmail.com

Comments:No is the vote. EPCOR needs to balance their budget. They keep asking for a rate height every year to two years. Sun City is a unique entity and should now be combined with others... The rate should be reduced not increased.

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118144

WATER UTILITIES CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118150Date: 8/22/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableFirst:Last:Complaint By: Herman

Zuettel

Account Name: Herman ZuettelHome:Street:Work:City: Sun CityCBR:State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 22, 2014 1:51 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Herman Zuettel
Date: 08/22/14
Address:
Phone:
CityStateZip: Sun city az.85351
Cell:

Docket: Epcor waste water consolidation
Docket No: W01303A-09-0343
Utility: Epcor water
Position: Con

Email:
Comments: We are retired an cannot afford an increase!
End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Noted and filed for the record in Docket.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 8/22/2014

Opinion No. 2014 - 118150

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118149Date: 8/22/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Gary

Gable

Account Name: Gary GableHome:Street:Work:City: BuckeyeCBR:State: AZ Zip: 85396is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 22, 2014 11:10 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Gary Gable

Date: 08.22.14

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: Petition for the Full Consolidation of EPCOR Wastewater Districts

Docket No: SW-01303A-09-0343

Utility: Epcor Water Arizona Inc.

Email:

Comments: Respectfully urge the Commissioners of the Arizona Corporation Commission (ACC) to vote for full consolidation of the wastewater districts under EPCOR management in the Phoenix metro area to include: Agua Fria, Anthem, Sun City, and Sun City West. In support of this decision, I urge you to consider the following: Verrado and other Agua Fria ratepayers are unduly impacted by the current reconsolidated structure, paying 300% of normal rates for Metro Phoenix. That deconsolidated rates are negatively impacting the financial health of each affected ratepayer. That deconsolidated rates are negatively impacting the growth and development of our community. That everyone benefits from the growth and development of greater Phoenix, and that fully consolidated cost-sharing, where feasible, is fair and reasonable. That a simplified rate structure with full consolidation works to the long-term advantage of all ratepayers, regardless of district. Costs of future repairs, upgrades, maintenance, and growth will be distributed across a much larger ratepayer group with full

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

consolidation, reducing the impact to any single ratepayer.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118149

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118138Date: 8/22/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableFirst:Last:Complaint By: Frank

Billone

Account Name: Frank BilloneHome: (000) 000-0000Street:Work:City: Sun City WestCBR:State: AZ Zip: 85375is: E-MailUtility Company: EPCOR Water *AAWCDivision: WaterContact Name:Contact Phone:Nature of Complaint:

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Frank Billone [mailto:
Sent: Thursday, August 21, 2014 4:17 PM
To: Utilities Div - Mailbox
Subject: Docket Number 09-0343

August 21st 2014

Frank Billone

Weston CI 06883

RE: docket number 09-0343

As a snowbird who owns a home in Corte Bella, (23146 N Loreto Drive) I ask myself the question why would I want to continue to own a home in Corte Bella when there's such a disparity in the way water and waste treatment costs are allocated. It wasn't that way when I purchased my home in 2006 and frankly if I knew this was coming, I would not have purchased the home. Yes, I am upset that this problem has been thrust upon me.

It's clear to everyone involved that there is a problem in how costs are shared and not shared. If the status quo were to remain, the majority of homeowners could influence the outcome today when the lower costs are in their favor. What will happen down the road when the same majority decides that their infrastructure needs replacing, and then influences the decision by joining the Aqua Fria water treatment facility because it's now in their best interest? If the rule is that the majority rules (WINS), the smaller communities like Corte Bella lose in the short and can very well lose in the long term as well.

I don't know why we are where we are by having such a disparate pricing system by a single company that

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

provides only two generic products but it's clear that unless the problem is addressed quickly and permanently that any decision favoring larger communities (majority) will always punish the smaller communities (minority).

As an owner of Corte Bella, you know our position. I can't tell you how to decide but the solution you choose has to be lasting and to that end; must be right for all the homeowners not only today ... but in the future.

Thanks you for listening.

Sincerely

Frank Billone

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket.

End of Comments

Date Completed: 8/22/2014

Opinion No. 2014 - 118138

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118468Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: David & Sandie SchwartzAccount Name: . Home: (000) 000-0000Street: n/a Work: (000) 000-0000City: Sun City CBR:State: AZ Zip: 00000 is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: David and Sandie Schwartz [mailto:
Sent: Tuesday, September 02, 2014 3:46 PM
To: Utilities Div - Mailbox
Subject: Docket 0900343 (Epcor Water and Wastewater Rates

Arizona Corporation Commission Members:

My wife and I are residents of the Corte Bella community. We have lived in Corte Bella for over ten years. When we first moved here our monthly water bill was approximately \$90.00 per month. Our water company was Arizona American Water. To be honest I thought \$90.00 per month was high. We moved here from a home in Phoenix that had a grass lawn I watered throughout the year.. Here in Corte Bella we have desert landscaping with no grass. We use far less water here than we did in Phoenix and I expected our water bills to be lower. That was before I had done business with Arizona American Water and Epcor. Our monthly water bills have increased steadily every month since we moved here. Our average monthly bill now is around \$170.00 . That is almost double what it was when we first moved here. It doesn't matter much if we are here, living in our home, or if we are gone for several months during the summer. Our monthly bill remains almost the same.

We have learned while living here that two thirds of our monthly bill is for waste water. Corte Bella residents pay the highest waste water rates in the Phoenix area. Since retiring and moving here we have been gone several times from mid-May to mid-October. We do not use a drop of waste water while we are gone. The only water being used while we are not here is for outside irrigation. That water sinks into the ground. Not a drop of it is waste water. Why are we being charged over \$100.00 per month for waste water when we are not here? Does that make a single bit of sense to you?

We do not have a choice of where or from whom we can purchase our water. Under these circumstances, do

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UTILITY COMPLAINT FORM

you think it is fair that we are forced to pay some of the highest rates in this state? From what I understand, our rates may be among the highest in this country! All this because Epcor is poorly organized or does not have an efficient business plan to process waste water? We are forced to buy our water from them. Do we have to pay extra for their mismanagement and incompetence? We now will be paying Epcor approximately \$2040 per year for water. This is higher than our electricity, our gas, our homeowner association fees, insurance and property taxes. This just is not right.

Please provide us with some relief from this outrageous injustice. We are not asking for special favor. We are just asking for a fair and equitable rate that puts us in the same position as everyone else. We are not seeking special treatment. If consolidation is the solution, so be it. If it requires others in our district to pay a few more dollars, that would still be a fair solution.

Thank you for your consideration.

Sincerely,

David and Sandie Schwartz

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118468

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118469Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Alan & Sue

Davis

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun City WestCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: sContact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Alan J. Davis

Sun City West, Arizona 85375

Phone (Home):

Cell phone:

9-6-2014

Docket you wish to comment on: Consolidation of waste water rates

Docket Number: W-0130A-09-0343/SW-0130A-09-0343

EPCOR Water

Your position on the Docket: Other

Email:

Wastewater treatment charge for me, as a resident of Corte Bella, has become very difficult to manager after a number of recent rate increases. Being on a fixed income, my wife and I may not be able to continue living in Corte Bella with the current wastewater rate structure. Many of our friends in Corte Bella face the same decision. There is also a fairness issue involved. My brother has a home in Sun City and pays approx. \$18/mo for wastewater while I pay \$106/mo to the Epcor while using the same facilities. This inequity must be addresses given the financial distress and negative impact on property values. Alan and Sue Davis.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118469

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118420Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: David & Robin

Culley

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: n/aCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Robin Culley [mailto:
Sent: Friday, August 29, 2014 5:01 PM
To: Utilities Div - Mailbox
Subject: docket 09-0343 - waste water consolidation

On Friday, August 29, 2014 4:17 PM, Robin Culley

Hello,

We are in favor of the waste water consolidation, especially since the deconsolidation a few years ago which allowed Anthem to go its own way. I cannot understand why this was done as it made no economic sense, though it was a boon to Anthem residents and, for everyone else, not so much.

Please think through this carefully and without bias. After doing so we're sure you will come to the same conclusion which we have: waste water consolidation will benefit the greatest number of households.

Attached is a copy of our most recent water/waste water bill.

Respectfully,

David and Robin Culley
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118420

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax: (Priority: Respond Within Five DaysOpinion No. 2014 - 118422Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Richard & Hilda FurkertAccount Name: . Home: (000) 000-0000Street: n/a Work: (000) 000-0000City: n/a CBR:State: AZ Zip: 00000 is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Sun City West, AZ 85373
August 30, 2014

Dear Commission Members:

We are residents of Corte Bella and are appealing to you to intervene to reduce our wastewater treatment rate through full or partial consolidation of EPCOR's wastewater districts (docket # 09-0343). EPCOR has given the commission its corporate and community rationale for consolidation, and we would like to add our personal story to this important issue.

We moved from Illinois into Corte Bella in May of 2011. We knew that our total water bill would understandably be higher than in Illinois, but we were shocked by the ensuing significant wastewater rate increases and huge disparity of rates across bordering urban communities served by the same utility. We find this illogical and totally unfair.

With the Level III increase set to take effect in January 2015, our wastewater rates for 7000 gallons will have risen from \$75.01 to \$121.91, an overall increase of \$46.90 per month, since December 2012. This is a cost that fixed income families must pay, while apparently powerless to control its rapidly growing share of our budgets; conservation is the only option, but it has very little impact on these costs.

When examining the effects of consolidation on the rates of Sun City and Sun City West, you might immediately focus on the percentage difference particularly with Sun City (see below). Looking closer, however, the actual rate difference of \$16.90 is significantly lower than Corte Bella's increase of \$46.90.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Community	Current rate per 7000 gal.	Consolidation Rate Per 7000 gal.	Percentage Difference	Rate Difference
Sun City	\$ 18. 11	\$34.30	+ 89%	+ \$16.90
Sun City West	\$ 30.96	\$34.30	+ 11%	+ \$ 3.34

In the past two years, Corte Bella has seen two wastewater rate increases with a third increase set to be implemented in January 2015. The chart below shows the impact of the three steps for us in the deconsolidation rates from December 2012 - January 2015. Although Corte Bella's total percentage increase will not be nearly as high as Sun City's projected percentage increase under consolidation, the monetary impact is significantly higher for Corte Bella.

Community	Dec 2012 Rate per 7000 gal.	Projected 2015 Rate Per 7000 gal.	Percentage Difference	Rate Difference
Corte Bella	\$ 75.01	\$121. 91	+38%	+\$46.90

Finally, if consolidation occurs, Corte Bella's rates would go from a current rate of \$106.21 to \$34.30, a savings of \$71.91 per month. Consider this \$71.91 to be the amount that Corte Bella residents are currently overpaying each month for wastewater treatment, a total of \$862.92 per year.

Again, we are asking you to intervene in our wastewater treatment rates through full or partial consolidation of EPCOR's wastewater districts. Thank you for your consideration in this matter.

Sincerely,
Richard E Furkert
Hilda R Furkert
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118422

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118431Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Derrick

Sherry

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: n/aCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Water *AAWCDivision: WaterContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: derricksherry [mailto:
Sent: Monday, September 01, 2014 11:59 AM
To: Utilities Div - Mailbox
Subject: Email from Public for Utilities Division

To whom it may concern,
Why would a judge in good standing with a court in the United States of America decide to hand a bill for a product to people who don't benefit from it? Why would people on a board vote to do the same? I don't want to sound like a conspiracy theorist, but somebody is stealing from somebody.

I think this problem needs to move to the next level, where an independent party with no ties to the case make the decision. I also think those involved with taking monies, and by that I mean people in a management role who knew they were stealing from Anthem residents for some fourteen years, must do jail time and pay back any bonuses or awards over the last fourteen years that were generated from profits of theft.

The board mentions they need time to figure out the best course of action, and what monies were stolen and from whom. This is not rocket science, the bills are easy to find and their over-billings. To say it's unfair to make a company pay the money they stole from their customers, is insane. To pay it back at \$6.00 a month it will take longer than most of us will live or at least live here, which I guess is the reason for the chosen figure.

The board is elected to represent the people that live in a community, why does it seem that this board is siding with American Water and now Epcor? Do you stand to benefit from Epcor making more money from Anthem? I'm familiar with corruption and how it works, but thats why I don't live in Mexico. Perhaps the IRS needs to be involved with all of those who are making these decisions and look a little deeper at their incomes.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The rate system that Epcor is using seems a bit skewed to charge one community more than another seems morally and ethically wrong at best. Does GM or Ford charge more for their cars in different cities? A company charges there customers based their overall costs not because in one city they can afford it. Also the board has sent out a petition to be signed by the community while the vast majority of them are back in their home states(snow birds). I question this and hope that it is an over-site, but i doubt it. Why would you have us sign a petition to uphold a judges ruling? Does this make any sense? I'm tired of being the laughing stock of Metro Phoenix with the worlds highest water bill. Our water bills make gasoline look affordable.

I hope to hear back from somebody about this. I would love to hear your side or at least your response to my accusations that you are complicit in the crimes I have mentioned.

Please understand I work hard for the money I have and I don't give it away freely. I expect those who provide me a service to do that service at a reasonable price. Epcor is a monopoly and we are not given a choice of water provider which makes this all the more shady.

If this is not handled in a reasonable time and a reasonable price, I will seek the help of the Arizona Attorney General to look into the wrong doings of this board and Epcor.

In closing, I ask how would you feel if you found out you've been paying fourteen years for something you never received. I'm guessing you'd want your money back. All I'm asking is that you do the right thing and what is best for the community you represent.

Best Regards,
Derrick Sherry

P.S. For response to this letter I'm at
End of Complaint

email at n

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118431

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118433Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Ed & Sylvia

Myers

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun City WestCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Water *AAWCDivision: WaterContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Ed Myers [mailto:
Sent: Monday, September 01, 2014 3:31 PM
To: Utilities Div - Mailbox
Subject: FW: EPCOR and Sun City West Crossriver Community

Dear Corporation Commission,

We respectfully request the Corporation Commission help the West Valley customers of EPCOR/American Water Company by acting to bring relief from the extremely high water and sewer rates we pay in the Crossriver community just outside of Sun City West. Many months our water bill is higher than our average electric bill, and there are only two of us living in a 2,000 SF home. It is difficult to understand why we have to pay such high wastewater rates, which are based in part on our water USAGE, when much of our water never goes down the drain. The exorbitant water rates are the only thing that prevent us from enjoying our peaceful neighborhood, and cause us to wish we had never bought our home. In addition, the recent press does not make for a good selling situation. One or two communities should not have to bear the brunt of EPCOR's attempts to fix what may have been a mismanaged system on their part. EPCOR recently made the news again as some homeowners in the Fountain Hills community are getting unusually high water bills, to which EPCOR responded it is not their fault. Our next door neighbor had an unusually high water bill earlier this summer for no apparent reason, and we are fearful of getting one at any time. And EPCOR recently made the news when Phoenix city auditor's claimed EPCOR overcharged the city of Phoenix for Anthem's water to the tune of \$2.7 million.

We ask for your help in evening out the disparity EPCOR customers have been facing, and continue to face. We also ask that you not grant them another rate increase until they are able to properly manage themselves as a water utility company.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,
Edward and Sylvia Myers
Crossriver
Sun City West, AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118433

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118436Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Barbara

Kuhn

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Friday, August 29, 2014 2:27 PM
To: Util-PublicComment
Cc: n
Subject: Public Comment

Name: Barbara Kuhn
Date: 8/29/14
Address:
Phone:
CityStateZip: Sun City, AZ 85351
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: It is unacceptable, unthinkable and inhumane to increase waste water rates by 89% in communities with elderly people living on fixed incomes. I defiantly OPPOSE FULL WASTE WATER CONSOLIDATION, and I vote in every election. Sincerely, Barbara Kuhn

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118436

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone: .Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118437Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Michelle

XX

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: .Contact Phone: .Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Friday, August 29, 2014 2:55 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Michelle
Date: 082914
Address: _____
Phone: _____
CityStateZip: Buckeye, AZ 85396
Cell:
Docket: EPCOR AND Wastewater rates
DocketNo:
Utility: EPCOR
Position: Pro
Email:

Comments: We need a change in the EPCOR consolidation of all five districts that EPCOR services... Verrado resident's are paying a 600% increase from two years ago at \$120.00 per month while Sun City is only paying \$18.00 a month... This is unfair and Verrado residents will be standing up to fight for reconsolidation of all districts.

End of Complaint

Utilities' Response:

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118437

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118438**Date:** 9/8/2014**Complaint Description:** 08Q EPCOR
08G Consolidation - Opposed**First:****Last:****Complaint By:** Leonard

Hitchcock

Account Name: .**Home:** (000) 000-0000**Street:** n/a**Work:** (000) 000-0000**City:** Sun City**CBR:****State:** AZ Zip: 00000**is:**

Utility Company: EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Friday, August 29, 2014 3:20 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Leonard Hitchcock

Date: Aug 29, 2014

Address:

Phone:

CityStateZip: sun city,AZ, 85373

Cell:

Docket : Epcor Wastewater Consolidation

DocketNo: W-013031-09-0343

Utility: EPCOR

Position : Con

Email:

Comments: This proposal is totally unfair to Sun City. We shouldn't have to subsidize infrastructure in other developments. We have already had this discussion a few years ago.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118438

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118439Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Pauline

Heinselman

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Friday, August 29, 2014 4:45 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Paulene Heinselman
Date: 8/29/14

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-01303A-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: OPPOSE FULL WASTE WATER CONSOLIDATION.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118439

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118440Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Ron

Wells

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: BuckeyeCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Util-PublicComment
Sent: Friday, August 29, 2014 7:51 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Ron Wells
Date: 08/29/2014
Address:
Phone:
CityStateZip: buckeye
Cell: 6237927415
Docket:: SW-1303A-09-034
DocketNo:: SW-1303A-09-034
Utility: Epcor
Position: Other
Email:

Comments: Full consolidation is the right decision, not just for Agua Fria, but for all EPCOR customers, who will, sooner or later, be in need of subsidization to offset the costs of essential infrastructure upgrades, installations and improvements. One company, one district, one rate. It's simply the fair thing to do. Water is life, and should not be held hostage in such a manner. Thank you for your consideration in this matter. I look forward to seeing a positive outcome for all of EPCOR's customers as a result of your vote.

End of Complaint

Utilities' Response:

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118440

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118441Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Ann

Hamilton

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Ann Hamilton

Date: 8/30/14

Address:

Phone:

CityStateZip: Sun City, AZ, 85351

Cell:

Docket: EPCOR Waste Water Consolodation

DocketNo: W-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission. EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices. Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118441

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118442Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Maria

Allen

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Maria Allen

Date: 8-3014

Address:

Phone:

CityStateZip: Sun City, Az. 85373

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-01303A-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I am opposed to having EPCOR consolidate the various adjoining towns with the water waste treatment system available to Sun City, Az. Sun City residents are kept aware of responsible use of water and other utilities and act accordingly. To combine them with other towns which may not place as much emphasis on being good stewards of the town in which they live is a disservice to the Sun City residents and our water rates will increase considerably. Please do not allow EPCOR to consolidate the water systems. Thank you.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/8/2014

Opinion No. 2014 - 118442

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax: \Priority: Respond Within Five DaysOpinion No. 2014 - 118443Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Joan

Varner

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Joan Varner

Date: 08/30/14

Address:

Phone:

CityStateZip: Sun City AZ 85351

Cell:

Docket: EP-COR Waste Water Consolidation

DocketNo: W-013031-09-0343 SW-01-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments :I oppose full wastewater condolidation as this project would increase my water rates by 89%. I, like many of my neighbors in Sun City, am on a fixed income. I could not afford to pay this type of increase in my utilities without dire consequences as to how I would pay for other life necessities, such as food, mortgage payments and medications.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118443

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118444Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Robert

Ferrara

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: YoungtownCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Robert Ferrara

Date: 8/30/14

Address:

Phone:

CityStateZip: Youngtown AZ 85363

Cell:

Docket: W-01303A-09-0343 and SW-0303A-0-0343.

DocketNo: W-01303A-09-0343 and SW-0303A-0-0343.

Utility: Epcot

Position: Con

Email:

Comments: What could possibly EXPLAIN a 90% increase? This is a low income/fixed income area. You better have extraordinary and extremely convincing reason. What would that be?

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014Opinion No. 2014 - 118444

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118445Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Jody M.

Ryan

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Jody M Ryan

Date: 08/30/2014

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: Please do not approve these requests for waste water consolidation for the Sun Cities areas from EPCOR. I strongly oppose full wastewater consolidation.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014Opinion No. 2014 - 118445

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118446Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Kenneth

Crow

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Kenneth Crow

Date: 8/31/2014

Address:

Phone:

CityStateZip: Sun City, AZ 85373

Cell:

Docket: EPCCORE Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW013031-09-0343

Utility: EPCORE

Position: Con

Email:

Comments: I am opposed to full consolidation of all EPCORE waste water districts.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014Opinion No. 2014 - 118446

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118447Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Joel

Rogers

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Joel Rogers

Date: 8/30/2014

Address:

Phone:

CityStateZip: Sun City, AZ, 85351

Cell: 623-707-5545

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: C--

Email:

Comments: We are on a fixed income and this proposed rate spike would hurt us tremendously financially, to the point of having to leave Sun City in search of more affordable housing. We still have a mortgage and we are already struggling to pay our mortgage on our fixed income. It isn't right that the elderly should have to pay for the more affluent. Thank you, Joel & Sandra Rogers

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 118447

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118448Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Jody

Hill

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Jody Hill

Date: August 31, 2014

Address:

Phone:

CityStateZip: Sun City, AZ, 85351

Cell: none

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I can't even begin to understand how EPCOR could try to justify raising S. C.'s rate at the rate proposed. 89%????!! Our income is limited. Everything keeps going up but our income. Many of the people in the other 4 districts own more expensive homes and they are working. Let them shoulder a bigger proportion. It seems like ever since EPCOR bought SC Water, they are always asking for increases and they have gotten them. I'd like to ask for an increase and get it. There are many people living in S.C. that can't afford any increase, much less one of this magnitude. All one has to do is visit grocery stores and see folks shopping from "the day-old" bins. I wouldn't go out and buy an expensive car and expect others to help with the payments and up-keep. NO! NO! NO! to the proposed increase. Thank you!

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118448

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118449Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: **Marian****Caldwell**Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: **EPCOR Sewer *AAWC**Division: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Marian Caldwell

Date: 8/31/14

Address:

Phone:

CityStateZip: Sun City, Az 85351

Cell:---

Docket: EPCOR Waste Water

DocketNo: w-013031-09-0343

Utility: Epcor

Position: Con

Email:

Comments: I sincerely hope this is NOT adopted. It is a disgrace to subject financially hard pressed citizens to be threatened with such an overwhelming increase in something that is vital to their lives, such as water. Surely you can come up with something that is more palatable than this!!

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 118449

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five Days

Opinion No. 2014 - 118450Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Josephine

Rolph

Account Name:Home: (000) 000-0000Street:

n/a

Work: (000) 000-0000City:

Sun City

CBR:State:

AZ

Zip: 00000

is:

Utility Company: EPCOR Sewer *AAWCDivision:

sewer

Contact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Josephine Rolph

Date: 8/31/2014

Address:

Phone:

CityStateZip: Sun City Az 85351-3345

Cell:

Docket: Wastewater rate design Examination

DocketNo: W-01 303A -09-0343

Utility: Epcor water Company

Email:

Comments: Low income people will be affected badly ,if this is allowed to happen. It is a HUGE hit at one time. Every thing keeps going up and social Security is not keeping up.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014Opinion No. 2014 - 118450

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118452Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Christine

Darnyar

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Christine Darnyar

Date: 08/31/2014

Address:

Phone:

CityStateZip: Sun City, Arizona 85351

Cell:

Docket: Water Rate Increase for Sun City

DocketNo: W-01303A-09-0343

Utility: Epcor Water Corporation

Position: Con

Email:

Comments: I would like to comment on the recent events to which the EPCOR Water Corporation is requesting for a rate hike on water services to Sun City, Arizona. I, like all of my neighbors living in the senior retirement community of Sun City strongly oppose the increase of our utility bills. I am like all living here; on a fixed income. I live on my government pension and I don't qualify nor do I receive Social Security. I do receive a COLA just as everyone else on Social Security. The Cost of Living Adjustment that Congress votes on has been minimal to say the least in the last couple of years now. What increase I do receive decreases as a portion of it will apply towards my health insurances. So, my COLA increase is small. Just like those on Social Security. Now, here comes a utility company who like all of the rest of them will petition for rate increases to facilitate their needs. I understand that the cost of just about everything these days have or are increasing in price. Social Security recipients as well as those on a government pension; at the mercy of Congress and their voting for a COLA increase. Most if not all of my neighbors living in Sun City have some type of budget to adhere to in making that monthly fixed income last. Any additional financial burden especially the utilities places financial stress on the seniors. Most of my neighbors and the median age living in Sun City is around 75 years old. Most have medical / health issues to deal with in their daily lives. Medical costs have increased now that the Affordable Health Care Act is law. It's a bad dream for some seniors. Social medicine needs reform. So, adding

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

the increase of the water just constricts the pocketbook of my retirement community. My argument is why do I need to pay for other communities ? I pay my fair share as it stands now. And what further angers me is how large corporations can financially waste profits. And some get away with tax loop-holes or tweaking the audits / books. How much is the salary of the CEO of EPCOR worth ? Compare that to the elderly lady living here in Sun City who is struggling to find a way to financially come up with money for her pills. Be very mindful Arizona Corporation Commission when you meet to vote on this EPCOR rate increase. Remember your place in this commission as well. You work for the people of this great state of Arizona. Not the utility companies.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118452

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118453Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Dale W.

Latham

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: YoungtownCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Dale W. Latham

Date: 8-31-14

Address:

Phone:

CityStateZip: Youngtown, Arizona 85363-1400

Cell:

Docket: Wastewater Rate Design Examination

DocketNo: SW-0303A-0-0343

Utility: Epcor

Position: Con

Email:

Comments: I am 85 years old and my wife is 84 years old and we live in LifeStream Retirement Center. We pay our own utility rates as we have a full house. We barely have enough to live on. We get a very small pension and we are both disabled and unable to work. Please do not do anything that would raise our water rates. We feel the water rates are very high already.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 118453

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118455Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Carol

Taxter

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Carol Taxter

Date: 9-01-14

Address:

Phone: -----

CityStateZip: Sun City AZ 85353

Cell:

Docket: EPCOR Wastewater Consolidation

DocketNo: w013031090343 SW013031090343

Utility: EPCOR

Position: Con

Email:

Comments: I am writing to indicate my opposition to EPCOR proposal to consolidate waste waters services and bills. As someone near retirement, I cannot afford a possible 89 % increase nor should I be asked to do so.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014Opinion No. 2014 - 118455

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118457Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Bonieta

Shuler

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Bonieta Shuler

Date: 9/01/14

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: Wastewater Rate Design Examination

DocketNo: SW-0303A-0-0343

Utility: EPCOR

Position: Con

Email: lovmusic@cox.net

Comments: It is very difficult to live on a retirement income in this day and age and raising the rates to an 89% rate hike is unacceptable. There must be a better option than this one. My comments are the same for this Docket Number as for the W-01303A-09-0343. We will simply not be able to afford our basic and necessary utilities if this rate hike is approved.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2014 - 118457

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118458Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Joanne

Faillaci

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: BuckeyeCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Joanne Faillaci
Date: September 1, 2014
Address:
Phone: ---
CityStateZip: Buckeye, AZ 85396
Cell:

Docket: Consolidating EPCOR wastewater districts
DocketNo: SW-1303A-09-0343
Utility: EPCOR

Email:

Comments: Please review this docket and vote in favor of FULL CONSOLIDATION

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014Opinion No. 2014 - 118458

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118460Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Tony

Faillaci

Account Name:Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: BuckeyeCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: Karl WilkinsContact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Tony Faillaci

Date: 09/01/14

Address:

Phone:

CityStateZip: Buckeye, AZ 85396

Cell:

Docket: CONSOLIDATION OF EPCORS WASTEWATER DISTRICTS

DocketNo: SW-1303A-09-0343

Utility: EPCOR

Position: Pro

Email:

Comments: Please vote in favor of FULL CONSOLIDATION

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014Opinion No. 2014 - 118460

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118463Date: 9/8/2014Complaint Description: 08Q EPCOR
08G Consolidation - OpposedFirst:Last:Complaint By: Doug

Hughey

Account Name: .Home: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: Karl WilkinsContact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Doug Hughey

Date: 09/02/2014

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: EPCOR Wastewater Consolidation

DocketNo: W-013031-09-0343 SW-013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: I am against the consolidation initiative for the simple reason that those who live in districts with lower costs do not need to be subsidizing those in districts with higher costs. Those with newer systems and higher costs chose to live there and they are free to move to a district with lower costs anytime they please. Should consolidation take place and subsequently infrastructure expenses occur, in Sun City for example, the same folks who don't want to pay the cost of their system now will certainly be squealing when the time comes for them to help pay for someone else's! I am confident that savings can be found in the administrative functions of EPCOR now. Thank you.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/8/2014

Opinion No. 2014 - 118463

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118401**Date:** 9/4/2014**Complaint Description:** 08Q EPCOR
08G Consolidation - Opposed**First:****Last:****Complaint By:** Raymnd

Greco

Account Name: Raymnd Greco**Home:****Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**is:** E-Mail

Utility Company: EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

***DOCKET NO. W-012031-09-0343 SW-013031-09-0343

om: Util-PublicComment

Sent: Wednesday, September 03, 2014 11:55 AM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name:raymnd

Date:9/3/14

Address:

Phone::

CityStateZip:sun city

Cell:

Docket:EPCOR Waste Water Consolidation

DocketNo:W-013031-09-0343 and SW-013031-09-0343

Utility:EPCOR

Position:Con

Email::

Comments:there is nothing to be gained for the consumer in this political action. Stop it now.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/4/2014

Opinion No. 2014 - 118401

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2014 - 118409**Date:** 9/5/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**First:****Last:****Complaint By:** **Jim & Pat****Rakers****Account Name:** Jim & Pat Rakers**Home:** (000) 000-0000**Street:****Work:****City:** Sun City West**CBR:****State:** AZ Zip: 85375**is:** E-Mail**Utility Company:** **EPCOR Sewer *AAWC****Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Jim/Pat Rakers [mailto:
Sent: Tuesday, September 02, 2014 5:39 PM
To: Utilities Div - Mailbox
Subject: docket number 09-0343

Dear Commissioners,

My wife and I are retired and live in the subdivision of Corte Bella. We have lived in Corte Bella for more than nine years.

In recent years we have seen our waste water charges skyrocket even after our continual attempt to conserve. Since we live on a fixed income, these utility increases along with food and medical cost increases have been seriously detrimental to our quality of life in retirement.

As a retired financial analyst, I have studied all of the proposals and I am convinced that the best long term solution to this problem is

with full consolidation. To ease some of the impact to other areas, the full consolidation could possibly be phased in over a period of time.

Please vote to enact a full consolidation.

Sincerely,

Jim and Pat Rakers

Sun City West, AZ 85375

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/5/2014

Opinion No. 2014 - 118409

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone: (Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118410Date: 9/5/2014Complaint Description: 08Q EPCOR
N/A Not ApplicableFirst:Last:Complaint By: Merl

Parker

Account Name: Merl ParkerHome: (Street:Work:City: Sun CityCBR:State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Sewer *AAWCDivision: sewerContact Name:Contact Phone:Nature of Complaint:

Docket No. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment

Sent: Tuesday, September 02, 2014 7:17 PM

To: Util-PublicComment

Cc:

Subject: Public Comment

Name:Merl Parker

Date:09/02/2014

Address:

Phone:

CityStateZip:Sun City, AZ 85351

Cell:

Docket:Waste waterconsolidation

DocketNo:

Utility:Epcor Water Co.

Email:mc

Comments:Consider this as my vote against any action which would raise our waste water rates

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/5/2014

Opinion No. 2014 - 118410

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118422Date: 9/8/2014Complaint Description: 08Q EPCOR
08H Consolidation - In FavorFirst:Last:Complaint By: Richard & Hilda FurkertAccount Name: . Home: (000) 000-0000Street: n/a Work: (000) 000-0000City: n/a CBR:State: AZ Zip: 00000 is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: .Contact Phone: .Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Sun City West, AZ 85373
August 30, 2014

Dear Commission Members:

We are residents of Corte Bella and are appealing to you to intervene to reduce our wastewater treatment rate through full or partial consolidation of EPCOR's wastewater districts (docket # 09-0343). EPCOR has given the commission its corporate and community rationale for consolidation, and we would like to add our personal story to this important issue.

We moved from Illinois into Corte Bella in May of 2011. We knew that our total water bill would understandably be higher than in Illinois, but we were shocked by the ensuing significant wastewater rate increases and huge disparity of rates across bordering urban communities served by the same utility. We find this illogical and totally unfair.

With the Level III increase set to take effect in January 2015, our wastewater rates for 7000 gallons will have risen from \$75.01 to \$121.91, an overall increase of \$46.90 per month, since December 2012. This is a cost that fixed income families must pay, while apparently powerless to control its rapidly growing share of our budgets; conservation is the only option, but it has very little impact on these costs.

When examining the effects of consolidation on the rates of Sun City and Sun City West, you might immediately focus on the percentage difference particularly with Sun City (see below). Looking closer, however, the actual rate difference of \$16.90 is significantly lower than Corte Bella's increase of \$46.90.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Community	Current rate per 7000 gal.	Consolidation Rate Per 7000 gal.	Percentage Difference	Rate Difference
Sun City	\$ 18. 11	\$34.30	+ 89%	+ \$16.90
Sun City West	\$ 30.96	\$34.30	+ 11%	+ \$ 3.34

In the past two years, Corte Bella has seen two wastewater rate increases with a third increase set to be implemented in January 2015. The chart below shows the impact of the three steps for us in the deconsolidation rates from December 2012 - January 2015. Although Corte Bella's total percentage increase will not be nearly as high as Sun City's projected percentage increase under consolidation, the monetary impact is significantly higher for Corte Bella.

Community	Dec 2012 Rate per 7000 gal.	Projected 2015 Rate Per 7000 gal.	Percentage Difference	Rate Difference
Corte Bella	\$ 75.01	\$121. 91	+38%	+\$46.90

Finally, if consolidation occurs, Corte Bella's rates would go from a current rate of \$106.21 to \$34.30, a savings of \$71.91 per month. Consider this \$71.91 to be the amount that Corte Bella residents are currently overpaying each month for wastewater treatment, a total of \$862.92 per year.

Again, we are asking you to intervene in our wastewater treatment rates through full or partial consolidation of EPCOR's wastewater districts. Thank you for your consideration in this matter.

Sincerely,
Richard E Furkert
Hilda R Furkert
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118422

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118420**Date:** 9/8/2014**Complaint Description:** 08Q EPCOR
08H Consolidation - In Favor**First:****Last:****Complaint By:** David & Robin

Culley

Account Name: .**Home:** (000) 000-0000**Street:** n/a**Work:** (000) 000-0000**City:** n/a**CBR:****State:** AZ **Zip:** 00000**is:**

Utility Company: EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

*****W-01303A-09-0343 & SW-01303A-09-0343*****

From: Robin Culley [mailto:r
Sent: Friday, August 29, 2014 5:01 PM
To: Utilities Div - Mailbox
Subject: docket 09-0343 - waste water consolidation

On Friday, August 29, 2014 4:17 PM, Robin Culley

Hello,

We are in favor of the waste water consolidation, especially since the deconsolidation a few years ago which allowed Anthem to go its own way. I cannot understand why this was done as it made no economic sense, though it was a boon to Anthem residents and, for everyone else, not so much.

Please think through this carefully and without bias. After doing so we're sure you will come to the same conclusion which we have: waste water consolidation will benefit the greatest number of households.

Attached is a copy of our most recent water/waste water bill.

Respectfully,

David and Robin Culley
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118420

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118477Date: 9/8/2014Complaint Description: 08Q EPCOR
08A Rate Case Items - OpposedFirst:Last:Complaint By: Carol

Rall

Account Name: Carol RallHome: (000) 000-0000Street: n/aWork: (000) 000-0000City: Sun CityCBR:State: AZ Zip: 00000is:Utility Company: EPCOR Sewer *AAWCDivision: sewerContact Name: IContact Phone:Nature of Complaint:

*****W-01303A-09-0343 & SW-01303A-09-0343*****

Name: Carol Rall

Date: September 1, 2014

Address:

Phone:

CityStateZip: Sun City, AZ 85351

Cell:

Docket: EPCOR Waste Water Consolidation

DocketNo: W-013031-09-0343 and SW013031-09-0343

Utility: EPCOR

Position: Con

Email:

Comments: Sun City residents should not be required to subsidize other districts for their poor planning and choices. In moving to and living in Sun City, residents have planned for their future, dealing with low-income budgets, and knowing that their utilities were set through past planning. TO EPCOR: What makes you think Sun City residents should be responsible for all the other districts that were built without any planning. How are RETIRED residents of Sun City supposed to pay an 89 percent increase in rates - NOT EAT, LOSE THEIR HOMES, LIVE OFF THE PUBLIC DOLE, NOT USE THEIR WATER/SEWER??? Where did you get your sense of justice??? Are you so without understanding that if we can't pay our EPCOR bill, who will??? The residents of Sun City worked all their lives, to end up losing everything because EPCOR wants to raise their rates by stealing from the elderly!!!!

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed
End of Comments

Date Completed: 9/8/2014

Opinion No. 2014 - 118477

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard MartinezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2014 - 118322Date: 8/29/2014Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableComplaint By: First: Diane Last: SeisAccount Name: Diane SeisHome: (000) 000-0000Street:Work:City: Sun CityCBR:State: AZ Zip: 85351is: E-MailUtility Company: EPCOR Water *AAWCDivision: WaterContact Name:Contact Phone: (Nature of Complaint:

Docket: Water & Sewer Water W-01303A-09-0343 & SW-01303A-09-0343

From: Util-PublicComment
Sent: Friday, August 29, 2014 9:23 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Dianne Sies
Date: 8/29/2014
Address:
Phone:
City/State/Zip: Sun City, Arizona 85351
Cell:
Docket: Water & Sewer Water W-01303A-09-0343 & SW-0303A-0-0343
Docket No: W-01303A-09-0343
Utility: EPCOR
Email:

Comments: When we first moved to this community nearly 11 years ago, our water bill was around \$10/month, now it averages \$33.50/month, most of the cost of this bill is for sewer services which is a flat rate. It is my understanding that this consolidation that is being recommended is going to cause these rates to nearly double. Since Epcor has been in existence as our water company, it seems that they are always wanting an increase. I do not believe that communities that are unaffiliated should be required to pay for others with water problems. Most of the people in this community are on limited/fixed incomes and moved here for the comradery, reasonable taxes, and a safe neighborhood. Although sewers need to be updated from time to time, it should not be our responsibility to support Anthem and Aqua Fria, as communities can better afford higher rates than we.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118322

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion No. 2014 - 118312**Date:** 8/29/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**First:****Last:****Complaint By:** John & Edith

Truitt

Account Name: John & Edith Truitt**Home:** (000) 000-0000**Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**is:**

Utility Company: EPCOR Water *AAWC**Division:** Water**Contact Name:****Contact Phone:** (**Nature of Complaint:**

Docket No: W-01303A-09-0343 and SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 3:25 PM
To: Util-PublicComment
Cc: littlebit21@cox.net
Subject: Public Comment

Name: John & Edith Truitt
Date: 8/27/2014
Address:
Phone:
City/State/Zip: Sun City, AZ 85351
Cell:
Docket: Wastewater Rate Design Examination
Docket No: W-01303A-09-0343 SW-0303A-0-0343
Utility: EPCOR
Position: Other
Email:
Comments: We are paying too much as it is now. We vote NO consolidation, NO increase!
End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118312

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118314**Date:** 8/29/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**First:****Last:****Complaint By:** Richard

Brudeseth

Account Name: Richard Brudeseth**Home:** (000) 000-0000**Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**Is:**

Utility Company: EPCOR Water *AAWC**Division:** Water**Contact Name:** I**Contact Phone:****Nature of Complaint:**

Docket No: W-01303A-09-0343 and SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 3:59 PM
To: Util-PublicComment
Subject: Public Comment

Name: Richard Brudeseth
Date: 8-28-14
Address
Phone:
City/State/Zip: Sun City, AZ 85351
Cell:
Docket: Epcor Wastewater Consolidation
Docket No: W-013031-09-0343 and SW-013031-09-0343
Utility: EPCOR
Position: Con
Email:

Comments: Sun City residents should not have to shoulder the expense of wastewater services in other areas. Most Sun City residents are retired and on fixed or limited incomes. Small and gradual increases might be possible to adapt to, but sudden and huge increases are budget busters for most of us. It's not our problem that wastewater services cost more in other areas. Those who chose to live there should pay for their services.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118314

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days**Opinion** **No.** 2014 - 118317**Date:** 8/29/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**First:****Last:****Complaint By:** **Ray****Leafstead****Account Name:** Ray Leafstead**Home:** (000) 000-0000**Street:****Work:****City:** Sun City**CBR:****State:** AZ Zip: 85351**is:** E-Mail**Utility Company:** **EPCOR Water *AAWC****Division:** Water**Contact Name:****Contact Phone:****Nature of Complaint:**

Docket: IW-013031-09-0343 and SW-013031-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 4:52 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Ray Leafstedt
Date: 8/29/14
Address:
Phone:
CityStateZip: Sun City, AZ 85351
Cell:
Docket: IW-013031-09-0343 and SW-013031-09-0343
DocketNo:
Utility: EPCOR
Position: Con
Email:

Comments: I'm one of 37,500 senior citizens of Sun City who are VERY MUCH opposed to your "full wastewater consolidation". An increase of 89% isn't just unacceptable, it's ABSURD IN THE EXTREME-----that we just cannot afford.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118317

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118320**Date:** 8/29/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**Complaint By:** **First:** Dario **Last:** Henao**Account Name:** Dario Henao**Home:** (000) 000-0000**Street:****Work:****City:** Sun City**CBR:****State:** AZ **Zip:** 85351**is:**

Utility Company: EPCOR Water *AAWC**Division:** Water**Contact Name:** Karl Wilkins**Contact Phone:****Nature of Complaint:**

Docket No: W-01303-A-09-0343 SW-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, August 28, 2014 7:07 PM
To: Util-PublicComment
Cc: ()
Subject: Public Comment

Name: Dario Henao
Date: 8/28/2014
Address:
Phone:
CityStateZip: Sun City, AZ. 85351
Cell:
Docket: EPCOR Waste Water Consolidation
DocketNo: W-01303-A-09-0343 SW-0303A-0-0343
Utility: EPCOR
Position: Con
Email:

Comments: I live in Sun City, I have a fixed income and an increase in water rates of 89% will burden my already strapped budget. I can barely make ends meet as it is right now and an increase in any of my utility bills will make it even more difficult to try and keep up with just about everything else that I need to live on.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

8/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 8/29/2014

Opinion No. 2014 - 118320

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez**Phone:** ()**Fax:** ()**Priority:** Respond Within Five Days

Opinion **No.** 2014 - 118606**Date:** 9/12/2014**Complaint Description:** 08Q EPCOR
N/A Not Applicable**Complaint By:** **First:** Joseph **Last:** Haggren**Account Name:** Joseph Haggren**Home:** (000) 000-0000**Street:****Work:****City:** Sun City West**CBR:****State:** AZ Zip: 85375**is:** E-Mail

Utility Company: EPCOR Sewer *AAWC**Division:** sewer**Contact Name:****Contact Phone:****Nature of Complaint:**

DOCKET NO. SW-01303A-09-0343 W-01303A-09-0343

From: Util-PublicComment
Sent: Thursday, September 11, 2014 8:09 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Joseph haggren
Date: 9/11/14
Address:
Phone:
CityStateZip: Sun city west, az 85375
Cell:
Docket:
DocketNo: W 01303a090343
Utility: Epcor
Position: Pro
Email:

Comments: EPCOR has raised water rates too much. Something is wrong with the way they get away with just making everybody pay whatever they want. Water used to be reasonably priced but it is getting ridiculous. I have done everything suggested and my usage is less but my bill continues to be higher!

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/12/2014

Opinion No. 2014 - 118606
